

CLAIMS

Having thus described our invention, what we claim as new and desire to secure by Letters Patent is as follows:

- 1 1. A system for enabling human users to interact with conversation-enabled
2 applications installed at a remote location, said conversation-enabled
3 applications implementing a conversation policy, the system comprising:
4 conversation support means communicating with a human-usable
5 interface installed on a user device to support the user's side of a conversation
6 with the conversation-enabled applications;
7 presentation support means communicating with the human-usable
8 interface installed on the user device to show the user a state of the
9 conversation and options for selection by the user; and
10 data input means installed on the user device by which the user selects
11 an available option and fills in message content that conforms with the
12 conversation policy in use by the conversation-enabled applications.
- 1 2. The system recited in claim 1, wherein in the conversation support means
2 and the presentation support means are installed on the user device.
- 1 3. The system recited in claim 1, wherein the conversation support means and
2 the presentation support means are installed on a remote machine which
3 communicates with the user device.
- 1 4. The system recited in claim 1, wherein the human-usable interface is a
2 plugin browser.

1 5. The system recited in claim 1, wherein the data input means prompts the
2 user for decisions and then generates a corresponding screen flow for data
3 input and transforms entered data into a format suitable for delivery to the
4 remote location.

1 6. The system recited in claim 1, wherein said presentation support means
2 includes an archive of presentation policies accessed to render messages for
3 the user.

1 7. The system recited in claim 1, wherein the user device is a personal digital
2 assistant.

1 8. The system recited in claim 1, wherein the user device is a personal
2 computer.

1 9. The system recited in claim 1, wherein said presentation support is obtained
2 from another system.

3 10. A method for enabling human users to interact with conversation-enabled
4 applications installed at a remote location, said interaction being by means of a
5 user device having an installed human-usable interface and said conversation-
6 enabled applications implementing a conversation policy, the method
7 comprising the steps of:
8 loading a selected service device, said service including a policy
9 archive and a presentation archive;
10 installing a conversation policy supporting the selected service;
11 accessing the policy archive and communicating with the human-
12 usable interface installed on the user device to support the user's side of a

13 conversation with the conversation-enabled applications;
14 accessing the presentation archive and communicating with the
15 human-usable interface installed on the user device to show the user a state of
16 the conversation and options for selection by the user; and
17 prompting user to select an available option and fill in message content
18 that conforms with the conversation policy in use by the conversation-enabled
19 applications.

1 11. The method recited in claim 10, wherein the policy archive and
2 presentation archive are loaded on the user device and the conversation policy
3 is installed on the user device.

1 12. The method recited in claim 11, wherein the user device is a personal
2 digital assistant.

1 13. The method recited in claim 11, wherein the user device is a personal
2 computer.

1 14. The method recited in claim 10, wherein the policy archive and
2 presentation archive are loaded on a remote machine and the conversation
3 policy is installed on the remote machine, the remote machine communicating
4 with the human-usable interface installed on the user device.

1 15. The method recited in claim 10, wherein said presentation support is
2 obtained from another system.

1 16. The method recited in claim 10, wherein the human-usable interface is a
plugin browser.